



## **COVID-19 UPDATE – PLEASE READ**

### **Information for Patients Prior to Visiting the CHI In-Person**

To help keep the CHI safe for patients and staff, please review this prior to your visit. At this time, in-person appointments are reserved for care which cannot safely or effectively be provided by telemedicine.

#### **Screening:**

- Screening phone call – Within a day of your visit, the CHI will call you to ask you some screening questions. This is to ensure your safety and that of the community that uses the clinic. **This must occur for you to be able to come to the CHI in person.**
- Screening on arrival – When you arrive for your visit, please wait in your car or comfortably outside until it is time for your appointment. At that time, come to the front vestibule and enter if the area is clear. A staff member will ensure the screening requirements are still in place and direct you to the clinic room that you will be using.

#### **What to bring to your visit:**

- Mask – Please bring your own mask (surgical or non-medical mask). If you don't have a mask, we can give you one for use. You will be required to wear this for the duration of your visit to the CHI.
- Water bottle/beverage – Please bring your own drinks with you.

#### **Upon arrival:**

- Please ensure your mask is on and covers your mouth and nose.
- Please sanitize your hands with the alcohol-based sanitizer provided in the entryway.
- Please wait for CHI staff to greet you for additional screening and direct you to the right location.
- If you notice someone in the entryway or coming out, please provide at least 2 metres to allow them to exit safely.

**Other important information:**

- Visitors – Unless essential, please do not bring a guest or visitor with you into the clinic. If you require a visitor with you, they require the same screening before the visit and upon arrival and will require their own mask.
- Wait in your car or outside if you are early – if you are driving, we would appreciate if you wait in your car until your appointment time to reduce the number of people in the clinic.
- While in the clinic and consistent with current community standard, please maintain a 2 metre (6 + foot) distance between yourself and others (except when closer care is required with a clinician).
- Payment – We can take credit card payment by relaying the numbers online through our clinic software or by providing this to our admin staff. You will be asked if you would like to leave your credit card number on file for future billing.
- Immediately advise reception or your clinician if you have developed any new symptoms since you entered the clinic.

***What constitutes an appropriate non-medical mask or facial covering:***

- Be made of at least 2 layers of tightly woven material fabric (such as cotton or linen)
- Be large enough to completely cover the nose and mouth without gaping
- Allow for easy breathing
- Fit securely to the head with ties or ear loops
- Maintain their shape
- Be changed as soon as possible once soiled

Non-medical masks should **not**:

- Be shared with others
- Be placed on children under the age of two
- Be made of plastic or other non-breathable materials
- Be secured with tape or other inappropriate materials
- Be made exclusively of materials that easily fall apart, such as tissues
- Be placed on anyone unable to remove them without assistance or anyone who has trouble breathing